

Technical Support

Please e-mail cpsupport@alk.com or visit www.alk.com/support

CoPilot Live customer support helpline

Call a member of our Customer Support team for professional and friendly support on CoPilot Live.

Telephone: 888.872.8768 x551

Our helpline is open Monday thru Friday between 9:00AM and 5:00PM - EST

Installing your CoPilot Live 7 upgrade

Thank you for choosing to upgrade to CoPilot Live 7. We really hope you enjoy using this new version of our navigation software.

Before you install CoPilot Live 7 you must first remove the previous version of CoPilot from your mobile device.

Uninstall the previous version of CoPilot from your phone/PDA



Windows Mobile Pocket PC
(touchscreen) phones and PDAs

- From your device's home screen select **Start > Settings > System > Remove Programs**
- Select **CoPilot Pocket PC** from the list of programs displayed
- Tap on **'Remove'**
- Once CoPilot is removed, return to the Today screen or main menu



Windows Mobile Smartphones
(not touchscreen)

- From your phone's home screen select **Start > Settings > Remove Programs**
- Select **CoPilot Smartphone** from the list of programs displayed
- Select **'Menu'** and then **'Remove'**
- Please consult your phone's manual for further information about removing programs.

Delete the CoPilot license file



Windows Mobile Pocket PC
(touchscreen) phones and PDAs

- Select: **Start > Programs > File Explorer > My Device > Windows**

- Select and delete the license file as follows:

- CoPilot Live 6 cpppc6.dat
- CoPilot Live Pocket PC 5 cppoCKETPC5.dat
or
cpc5.dat



Windows Mobile Smartphones
(not touchscreen)

- Select: **Start > File Explorer > My Device > Windows**

- CoPilot Live 6 Cpsp6.dat
- CoPilot Live Smartphone csp.dat

Restart your device



Windows Mobile Pocket PC
(touchscreen) phones and PDAs

- Perform a soft reset using the stylus.
- Please consult your phone's manual for further information about performing a soft reset.



Windows Mobile Smartphones
(not touchscreen)

- switch your phone off then back on

Insert your new CoPilot Live 7 memory card into the slot in your phone/PDA

Follow the instructions on screen to install CoPilot Live 7

Please see the CoPilot Live 7 QuickStart guide for detailed installation instructions.

Un-install an earlier version of the CoPilot desktop software (Optional)

If you wish to remove the CoPilot desktop software that was supplied with your previous version of CoPilot, follow the steps below.

- 1) Select **Start > Control Panel** or **Start > Settings > Control Panel**
- 2) Select **Add or Remove Programs**
- 3) Select CoPilot - Pocket PC and press the **Remove** button
- 4) Follow the on-screen instructions of the InstallShield Wizard to continue removing CoPilot desktop software from your PC
- 5) Based on the version of CoPilot Live Pocket PC that you had installed on your desktop computer/laptop, please search and delete the appropriate file using Windows Explorer to browse the C:\WINDOWS folder:

CoPilot version

CoPilot Live 6
CoPilot Live Pocket PC 5
CoPilot Live Pocket PC 4.5
CoPilot Live Pocket PC 4

File to delete from Windows folder

CPPC6.DAT or CPSP6.DAT
CPPOCKETPC5.DAT or CPPC5.DAT
CPPOCKETPC45.DAT
COPILOTPOCKET.DAT

- 6) Re-start your desktop computer/laptop to complete the un-installation of CoPilot desktop software.